



FMCS

**FEDERAL MEDIATION &
CONCILIATION SERVICE**

SPEAKER'S BIO



LU-ANN J. GLASER

**MANAGER, NATIONAL PROGRAMS AND INITIATIVES
FEDERAL MEDIATION AND CONCILIATION SERVICE**

Lu-Ann Glaser is the Manager of National Programs and Initiatives for the Federal Mediation and Conciliation Service (FMCS), overseeing the multi-departmental structure serving as a new center of creativity, innovation, field support, and, most importantly, a critical link between field and national office operations. This office includes ADR and International Services, Education and Training, and Field Programs and Innovation.

Previous to this position and continuing in her new role, Ms. Glaser serves as the Director of ADR and International Services for FMCS. She began her career at the Agency in 2003 as a Commissioner, mediating collective bargaining disputes, individual employment complaints, and grievances, as well as providing training and facilitation to labor-management groups in a wide range of topics relative to relationship development and conflict resolution skills. As Director of the Office of ADR and International Services, Ms. Glaser is charged with overseeing the Agency's work under the statutory authority of the Administrative Dispute Resolution Act by promoting the mission of advocating and supporting the use of ADR processes throughout the Federal government.

Ms. Glaser has extensive experience in domestic and international project areas including mediation, training, complex multi-party facilitation, dispute systems design, conflict coaching, facilitated dialogues, relationship-building, labor dispute system analysis and consultation, and delivery of services using remote technologies. She has developed, designed, and delivered programs dealing with intergenerational communication in the workplace for a variety of audiences—Federal agencies, unions, and other organizations as well as innovative programs on inquiry skills and conflict neuroscience for neutrals, problem-solvers, and leaders and has been at the forefront of the Agency's efforts to meet the demands of the 21st century through the delivery of dispute resolution, training, and outreach services using cutting-edge technologies. On the international front, she has also developed and delivered training in mediation and negotiation skills for labor inspectors in Morocco as well as providing critical project development guidance and support for conflict resolution training programs in countries such as China, Lesotho, Taiwan, Bangladesh, Burma, Sri Lanka, Honduras, Haiti, and Vietnam.

Prior to her appointment as Commissioner, Ms. Glaser was President of the Keystone Area Local of the American Postal Workers Union, AFL-CIO, partnering with FMCS on joint projects between the United States Postal Service and the American Postal Workers' Union aimed at improving labor-management relationships from 1998 to 2003. She holds a Bachelor of Science degree in Organizational Leadership with highest honors as well as certificates in Labor Studies and Industrial Relations and Organizational Communication from Penn State University. In 2011, she was the recipient of the Agency's highest award, "The Director's Award."